TORQ Analysis of Dispatchers, Except Police, Fire, and Ambulance to Insurance Claims Clerks

INPUT SECTION:

Transfer	Title	O*NET	Filters		
From Title:	Dispatchers, Except Police, Fire, and Ambulance	43-5032.00	Abilities:	Importance LeveL: 50	Weight: 1
To Title:	Insurance Claims Clerks	43-9041.01	Skills:	Importance LeveL: 69	Weight: 1
Labor Market Area:	Maine Statewide		Knowledge:	Importance Level: 69	Weight: 1

OUTPUT SECTION:

Grand TORQ: 87

Ability TORQ		Skills TORQ		Knowledge TORQ	
Level	91	Level	92	Level	78

Gaps To Narrow if Possible

Ability	Level	Gap	Impt
Written Comprehension	55	13	78
Near Vision	57	9	65
Written Expression	48	7	65
Inductive Reasoning	46	2	50

Upgrade These Skills

Skill	Level	Gap	Impt
No Skills Upgrade Required!			

Knowledge to Add

Knowledge	Level	Gap	Impt
Customer and Personal Service	79	29	85
Clerical	71	16	83

LEVEL and IMPT (IMPORTANCE) refer to the Target Insurance Claims Clerks. GAP refers to level difference between Dispatchers, Except Police, Fire, and Ambulance and Insurance Claims Clerks.

ASK ANALYSIS

Ability Level Comparison - Abilities with importance scores over 50

Description	Dispatchers, Except Police, Fire, and Ambulance	Insurance Claims Clerks	Importance
Written Comprehension	42	55	78
Oral Expression	59	57	72
Speech Recognition	55	53	72
Oral Comprehension	53	53	68
Speech Clarity	50	46	68
Written Expression	41	48	65
Near Vision	48	57	65

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Information Ordering	53	48	62
Deductive Reasoning	50	46	59
Selective Attention	42	32	56
Problem Sensitivity	50	41	50
Inductive Reasoning	44	46	50
Category Flexibility	42	39	50

Skill Level Comparison - Abilities with importance scores over 69

Description	Dispatchers, Except Police, Fire, and Ambulance	Insurance Claims Clerks	Importance
Reading Comprehension	61	58	77
Active Listening	59	54	75

Knowledge Level Comparison - Knowledge with importance scores over 69

Description	Dispatchers, Except Police, Fire, and Ambulance	Insurance Claims Clerks	Importance
Customer and Personal Service	50	79	85
Clerical	55	71	83

Experience & Education Comparison

Related Work Experience Comparison

Description	Dispatchers, Except Police, Fire, and Ambulance	Insurance Claims Clerks
10+ years	0%	2%
8-10 years	0%	0%
6-8 years	0%	0%
4-6 years	5%	0%
2-4 years	20%	27%
1-2 years	31%	20%
6-12 months	10%	14%
3-6 months	0%	5%
1-3 months	0%	15%
0-1 month	28%	4%
None	3%	9%

Required Education Level Comparison

Description	Dispatchers, Except Police, Fire, and Ambulance	Insurance Claims Clerks
Doctoral	0%	0%
Professional Degree	0%	0%
Post-Masters Cert	0%	0%
Master's Degree	0%	2%
Post-Bachelor Cert	0%	0%
Bachelors	0%	0%
AA or Equiv	0%	5%
Some College	21%	32%
Post-Secondary Certificate	0%	6%
High Scool Diploma or GED	64%	53%
No HSD or GED	12%	0%

Dispatchers, Except Police, Fire, and Ambulance	Insurance Claims Clerks
Most Common Educational/Training Requirement:	
Moderate-term on-the-job training	Moderate-term on-the-job training
Job Zone Comparison	
2 - Job Zone Two: Some Preparation Needed	2 - Job Zone Two: Some Preparation Needed

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Dispatchers, Except Police, Fire, and Ambulance	Insurance Claims Clerks
Some previous work-related skill, knowledge, or experience may be helpful in these occupations, but usually is not needed. For example, a teller might benefit from experience working directly with the public, but an inexperienced person could still learn to be a teller with little difficulty.	Some previous work-related skill, knowledge, or experience may be helpful in these occupations, but usually is not needed. For example, a teller might benefit from experience working directly with the public, but an inexperienced person could still learn to be a teller with little difficulty.
These occupations usually require a high school diploma and may require some vocational training or job-related course work. In some cases, an associate's or bachelor's degree could be needed.	These occupations usually require a high school diploma and may require some vocational training or job-related course work. In some cases, an associate's or bachelor's degree could be needed.
Employees in these occupations need anywhere from a few months to one year of working with experienced employees.	Employees in these occupations need anywhere from a few months to one year of working with experienced employees.

Tasks

Dispatchers, Except Police, Fire, and Ambulance

Core Tasks

Generalized Work Activities:

- Getting Information - Observing, receiving, and otherwise obtaining information from all relevant sources.
- Making Decisions and Solving Problems - Analyzing information and evaluating results to choose the best solution and solve problems.
- Documenting/Recording Information - Entering, transcribing, recording, storing, or maintaining information in written or electronic/magnetic form.
- Processing Information - Compiling, coding, categorizing, calculating, tabulating, auditing, or verifying information or data.
- Interacting With Computers - Using computers and computer systems (including hardware and software) to program, write software, set up functions, enter data, or process information.

Specific Tasks

Occupation Specific Tasks:

- Advise personnel about traffic problems such as construction areas, accidents, congestion, weather conditions, and other hazards.
- Arrange for necessary repairs to restore service and schedules.
- Confer with customers or supervising personnel to address questions, problems, and requests for service or equipment.
- Determine types or amounts of equipment, vehicles, materials, or personnel required according to work orders or specifications.
- Ensure timely and efficient movement of trains according to train orders and schedules.
- Monitor personnel or equipment locations and utilization to coordinate service and schedules.

Insurance Claims Clerks

Core Tasks

Generalized Work Activities:

- Getting Information - Observing, receiving, and otherwise obtaining information from all relevant sources.
- Processing Information - Compiling, coding, categorizing, calculating, tabulating, auditing, or verifying information or data.
- Evaluating Information to Determine Compliance with Standards - Using relevant information and individual judgment to determine whether events or processes comply with laws, regulations, or standards.
- Interacting With Computers - Using computers and computer systems (including hardware and software) to program, write software, set up functions, enter data, or process information.
- Establishing and Maintaining Interpersonal Relationships - Developing constructive and cooperative working relationships with others, and maintaining them over time.

Specific Tasks

Occupation Specific Tasks:

- Apply insurance rating systems.
- Calculate amount of claim.
- Contact insured or other involved persons to obtain missing information.
- Organize and work with detailed office or warehouse records, using computers to enter, access, search and retrieve data.
- Pay small claims.
- Post or attach information to claim file.
- Prepare and review insurance-claim forms and related documents for completeness.
- Provide customer service, such as giving limited instructions on how to proceed with claims or providing referrals to auto repair facilities or local contractors.

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- Order supplies and equipment, and issue them to personnel.
- Oversee all communications within specifically assigned territories.
- Prepare daily work and run schedules.
- Receive or prepare work orders.
- Record and maintain files and records of customer requests, work or services performed, charges, expenses, inventory, and other dispatch information.
- Relay work orders, messages, and information to or from work crews, supervisors, and field inspectors using telephones or two-way radios.
- Schedule and dispatch workers, work crews, equipment, or service vehicles to appropriate locations according to customer requests, specifications, or needs, using radios or telephones.

Detailed Tasks

Detailed Work Activities:

- assign work to staff or employees
- communicate technical information
- compile numerical or statistical data
- coordinate equipment or personnel in mechanical repair setting
- determine specifications
- determine work priority, crew or equipment requirements
- direct and coordinate highway transportation activities
- direct human or vehicle traffic
- evaluate importance of incoming telephone calls
- expedite freight movement
- explain traffic or transportation situations concisely
- fill out business or government forms
- identify best itinerary based on knowledge of routes
- maintain records, reports, or files
- maintain telephone logs
- make decisions
- manage inventories or supplies
- monitor public transportation system operation
- order or purchase supplies, materials, or equipment
- oversee activities related to dispatching, routing, or tracking transportation vehicles
- prepare reports
- provide customer service in surface transportation
- read maps
- read work order, instructions, formulas, or processing charts

- Review insurance policy to determine coverage.
- Transmit claims for payment or further investigation.

Detailed Tasks

Detailed Work Activities:

- calculate insurance premiums or awards
- code data from records
- distribute correspondence or mail
- examine files or documents to obtain information
- fill out business or government forms
- follow contract, property, or insurance laws
- interview customers
- maintain insurance records
- maintain inventory of office forms
- maintain records, reports, or files
- maintain telephone logs
- obtain information from individuals
- provide customer service
- recommend claim action
- review data on insurance applications or policies
- review insurance policies to determine appropriate coverage
- review records for completeness
- search legal records
- take messages
- transcribe spoken or written information
- type letters or correspondence
- use computers to enter, access or retrieve data

Technology - Examples

Accounting software

- Billing software

Data base user interface and query software

- Alpha Software Alpha Five
- Automated information system software
- Claim processing system software
- Data entry software
- Database software
- IBM Check Processing Control System CPSC
- St. Paul Travelers e-CARMA

Internet browser software

- Web browser software

- relay information to proper officials
- schedule activities, classes, or events
- schedule air or surface pickup, delivery, or distribution of product
- schedule employee work hours
- schedule facility or property maintenance
- take messages
- use computers to enter, access or retrieve data
- use local or regional geographical knowledge to transportation
- use telephone communication techniques
- use two-way radio or mobile phone

Technology - Examples

Aviation ground support software

- Bornemann Associates Flight Plan
- Sabre software

Customer relationship management CRM software

- Command Alkon COMMANDconcrete
- Digital Gateway e-automate

Data base reporting software

- Locomotive distribution software

Data base user interface and query software

- Database software
- Sky Scheduler software

Electronic mail software

- Email software

Enterprise resource planning ERP software

- TMW PowerSuite

Expert system software

- Computer aided dispatching auto routing software
- Rail Traffic Track Warrant Control System

Internet browser software

- Web browser software

Map creation software

- ESRI ArcIMS
- Geomechanical design analysis GDA software

Mobile location based services software

- Air-Trak Cloudberry
- Global positioning system GPS software

Office suite software

- Microsoft Office

Spreadsheet software

- Microsoft Excel
- Spreadsheet software

Word processing software

- Microsoft Word
- Word processing software

Tools - Examples

- 10-key calculators
- Desktop computers
- Dictation machines
- Personal computers

- Mobile data terminal MDT equipment
- Resource management software
- Situation resource tracking software
- Transportation management software

Office suite software

- Microsoft Office

Route navigation software

- Routing software

Spreadsheet software

- Microsoft Excel

Word processing software

- Microsoft Word

Tools - Examples

- Call management systems CMS
- Desktop computers
- Voice over internet protocol VoIP systems
- Dispatch servers
- Personal computers
- Switch controls
- Centralized traffic control units
- Multi-line telephone systems
- Teletypewriters TTY
- Touch screen monitors
- Mobile radios
- Job dispatch and vehicle tracking systems

Labor Market Comparison

Description	Dispatchers, Except Police, Fire, and Ambulance	Insurance Claims Clerks	Difference
Median Wage	$ 31,480	$ 31,380	$(100)
10th Percentile Wage	$ 22,760	$ 24,090	$ 1,330
25th Percentile Wage	N/A	N/A	N/A
75th Percentile Wage	$ 39,050	$ 36,980	$(2,070)
90th Percentile Wage	$ 51,640	$ 42,620	$(9,020)

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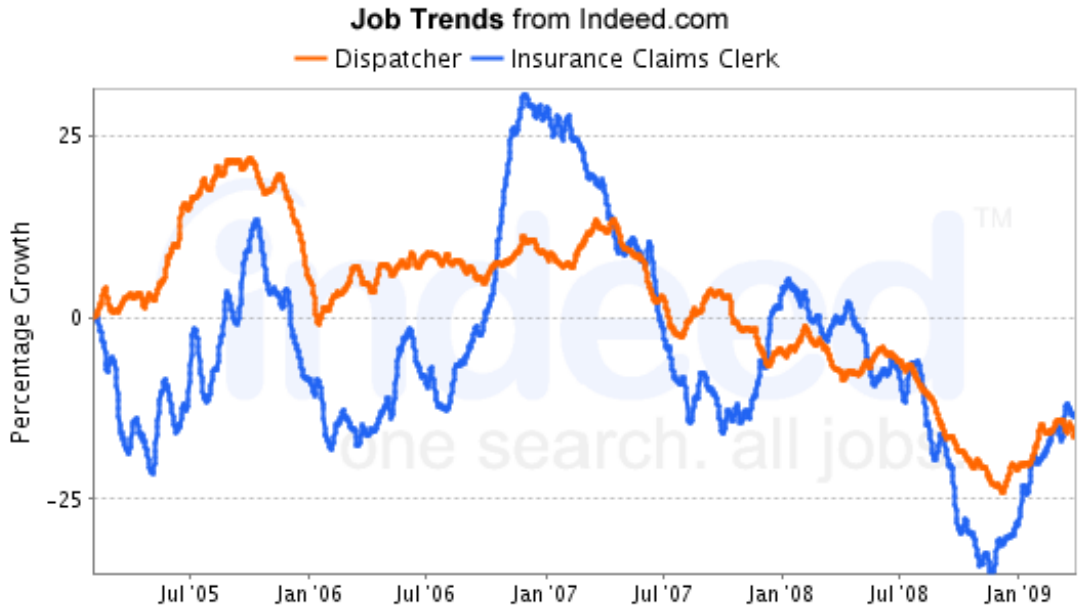
Mean Wage	$ 34,430	$ 32,190	$(2,240)
Total Employment - 2007	870	1,810	940
Employment Base - 2006	798	1,849	1,051
Projected Employment - 2016	789	1,699	910
Projected Job Growth - 2006-2016	-1.1 %	-8.1 %	-7.0 %
Projected Annual Openings - 2006-2016	20	22	2

National Job Posting Trends

Trend for Dispatchers, Except Police, Fire, and Ambulance

Trend for Insurance Claims Clerks



Data from Indeed

Recommended Programs

General Office/Clerical and Typing Services

General Office Occupations and Clerical Services. A program that prepares individuals to provide basic administrative support under the supervision of office managers, administrative assistants, secretaries, and other office personnel. Includes instruction in typing, keyboarding, filing, general business correspondence, office equipment operation, and communications skills.

Institution	Address	City	URL
Northern Maine Community College	33 Edgemont Dr	Presque Isle	www.nmcc.edu

Maine Statewide Promotion Opportunities for Dispatchers, Except Police, Fire, and Ambulance

O*NET Code	Title	Grand TORQ	Job Zone	Employment	Median Wage	Difference	Growth	Annual Job Openings
43-5032.00	Dispatchers, Except Police, Fire, and Ambulance	100	2	870	$31,480.00	$0.00	-1%	20
43-6011.00	Executive Secretaries and Administrative Assistants	88	3	3,330	$38,830.00	$7,350.00	6%	76
43-5011.00	Cargo and Freight Agents	88	2	170	$40,360.00	$8,880.00	5%	5
43-3061.00	Procurement Clerks	87	3	0	$33,300.00	$1,820.00	-2%	5
11-3071.01	Transportation Managers	85	3	710	$62,270.00	$30,790.00	5%	25
13-1023.00	Purchasing Agents, Except Wholesale, Retail, and Farm Products	84	3	920	$45,210.00	$13,730.00	-2%	21
43-9011.00	Computer Operators	84	3	230	$33,120.00	$1,640.00	-30%	4
13-1071.01	Employment Interviewers	84	3	610	$41,200.00	$9,720.00	10%	19
43-4011.00	Brokerage Clerks	83	3	270	$39,120.00	$7,640.00	-13%	8
13-1031.01	Claims Examiners, Property and Casualty Insurance	83	3	1,570	$49,360.00	$17,880.00	3%	44
43-5061.00	Production, Planning, and Expediting Clerks	83	2	1,320	$38,490.00	$7,010.00	-1%	35
43-6012.00	Legal Secretaries	83	3	1,300	$33,360.00	$1,880.00	5%	29
43-5051.00	Postal Service Clerks	83	2	580	$44,780.00	$13,300.00	-3%	13
13-2053.00	Insurance Underwriters	82	3	460	$56,090.00	$24,610.00	-1%	12
13-2081.00	Tax Examiners, Collectors, and Revenue Agents	82	3	450	$36,790.00	$5,310.00	5%	13

Top Industries for Insurance Claims Clerks

Industry	NAICS	% in Industry	Employment	Projected Employment	% Change
Insurance agencies and brokerages	524210	27.08%	68,773	70,013	1.80%
Direct insurance (except life, health, and medical) carriers	524120	24.30%	61,718	58,058	-5.93%
Other insurance related activities	524290	8.08%	20,531	22,086	7.58%

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Management of companies and enterprises	551100	3.01%	7,656	7,943	3.75%
Insurance and employee benefit funds	525100	1.28%	3,261	3,616	10.91%
State government, excluding education and hospitals	929200	0.94%	2,377	2,100	-11.68%
General medical and surgical hospitals, public and private	622100	0.76%	1,924	1,917	-0.36%
Offices of physicians	621100	0.69%	1,752	1,986	13.39%
Employment services	561300	0.55%	1,403	1,598	13.91%
Office administrative services	561100	0.48%	1,214	1,385	14.11%
Other nondepository credit intermediation, including real estate credit and consumer lending	522290	0.48%	1,226	1,324	7.93%
Depository credit intermediation	522100	0.48%	1,207	1,108	-8.24%
Accounting, tax preparation, bookkeeping, and payroll services	541200	0.37%	934	997	6.74%
Self-employed workers, primary job	000601	0.36%	912	875	-4.12%
Other financial investment activities	523900	0.32%	810	1,027	26.84%

Top Industries for Dispatchers, Except Police, Fire, and Ambulance

Industry	NAICS	% in Industry	Employment	Projected Employment	% Change
General freight trucking	484100	14.30%	27,194	27,683	1.80%
Local government, excluding education and hospitals	939300	5.95%	11,323	11,448	1.10%
Specialized freight trucking	484200	4.76%	9,061	9,185	1.37%
Taxi and limousine service	485300	4.49%	8,533	8,564	0.36%
Plumbing, heating, and air-conditioning contractors	238220	3.76%	7,144	7,261	1.63%
Freight transportation arrangement	488500	3.31%	6,306	7,194	14.08%
Security systems services	561620	2.81%	5,339	6,453	20.87%
Support activities for road transportation	488400	2.69%	5,124	5,071	-1.04%
Couriers	492100	2.68%	5,093	4,925	-3.29%
Cement and concrete product manufacturing	327300	2.53%	4,816	4,705	-2.31%
Automobile dealers	441100	1.98%	3,771	3,850	2.10%
Cable and other program distribution	517500	1.89%	3,588	4,373	21.89%
Management of companies and enterprises	551100	1.87%	3,559	3,692	3.75%
Electrical contractors	238210	1.73%	3,293	3,107	-5.63%
Rail transportation	482100	1.58%	3,002	2,325	-22.54%

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